

# Technical Specifications & Exhibits Part C

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King County

Department of Executive Services  
Finance and Business Operations Division  
**Procurement and Contract Services Section**  
206-684-1681 TTY Relay: 711

RFP Title: **THIN CLIENT WORKSTATIONS AND ASSOCIATED HARDWARE,  
SOFTWARE AND SUPPORT SERVICES**

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RFP Number: **06-031MYP**

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Buyer: Michelle Poste, [michelle.poste@metrokc.gov](mailto:michelle.poste@metrokc.gov) 206-263-4273

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## 1 SECTION TECHNICAL SPECIFICATIONS

### 1.1 KING COUNTY BACKGROUND

King County is a multi-purpose government that provides regional services to all residents including people who live in Seattle, surrounding cities and unincorporated areas. It is composed of three major branches: Executive, Judicial and Legislative. The King County Executive is the elected executive officer of county government. The Metropolitan King County Council, the legislative branch of county government, adopts laws, sets policies and holds final approval over the budget.

King County delivers services to an area that consists of 2,200 square miles, ranking 11th in geographical size among Washington State's 39 counties. The County ranks number one in population in the State of Washington and is the financial, economic, and industrial center of the Pacific Northwest Region. As of December 31, 2001, the County contained 39 incorporated cities, which accounted for approximately 80 percent of its population. With approximately 1.8 million people, King County also ranks as 12<sup>th</sup> most populous county in the nation.

King County is committed to providing the lowest possible total cost of ownership (TCO) combined with best of breed products while still meeting or exceeding our internal service commitments and business requirements.

To that end, it is the intent of King County to establish a long-term business relationship with a Proposer for the provision of all or some of the following products and services that best fit King County's goals.

#### A. Pilot:

King County is seeking a Proposer to conduct a pilot of the technology selected through this RFP, as indicated below, for the implementation of thin client workstations within the County environment. The Alternative Workstation Replacement program will pilot thin clients within King County allowing the county to gain a better understanding of the opportunities and issues associated with a thin client deployment; this pilot will provide the necessary data to develop a business case that would support further deployment of thin clients in the county, if warranted.

#### B. Workstation Hardware:

Purchase of thin client workstations and related hardware, including, but not limited to desktop units, laptop units, and component parts.

#### C. Services:

- Procurement Services: King County is interested in Proposer provided solutions in support of the overall procurement processes related to the products and services being delivered under this RFP. One of the County's goals is to leverage Proposer supplied on-line procurement tools to reduce our internal administrative costs and reduce cycle time (i.e., the interval between the decision to purchase and the delivery time.)
- Imaging and Pre-loading of Thin Client Workstation Software: It is the intent of King County that the Proposer shall deliver preloaded thin client workstations with the appropriate software, configurations, or images as designated by King County.
- Thin Client Software Images for PCs: It is the desire of King County to implement a solution that allows the implementation of a thin client image on existing PCs that is compatible operationally and managerially with the primary thin client workstation.
- Thin Client Terminal Servers: It is the intent of King County that the Proposer shall deliver server hardware and software with the appropriate configurations to implement an operational thin client architecture and deployment.
- Maintenance and Repair: Use of Proposer/manufacturer qualified computer support technicians to perform warranty and non-warranty hardware and software repair of potentially some or all equipment purchased as a result of this RFP

- Installation Package Creation: It is the intent of King County to make use of the Proposer's technicians working in conjunction with King County staff to develop images/configurations for deployment on newly purchased equipment. Images/configurations shall be created for each agency ordering thin client workstations and systems under this RFP. King County agencies will work with the Proposer to produce the initial image/configuration or images/configurations. The Proposer shall then store those images/configurations for later deployment. Agencies may have one or several different images/configurations.

King County is interested in understanding both the short-term and long-term technology directions for all the hardware manufacturers (OEMs) and is interested in attending any OEM "non-disclosure updates on the thin client desktop technology plan".

## 1.2 SCOPE OF PRODUCTS AND SERVICES

The following table summarizes the products and services that King County is expecting to have provided by this RFP. Some of these are "required services" (R) and some are "optional services" (O).

Product or Service
<b>Consulting Services for Pilot:</b>
Planning of Pilot Activities (R)
Design of Thin Client Architecture for King County (R)
Installation of up to 100 Thin Clients and associated servers and software (R)
Development of Test Plan and Training for Pilot (R)
Evaluation of Pilot findings, including a business case template and deployment plan for future thin client projects (R)
<b>Ability to Purchase:</b>
Desktop Thin Client Workstations (R)
Mobile Thin Client Workstations (O)
Monitors (O)
Thin Client Workstation Parts and Components (O)
Miscellaneous (cables, etc.) (O)
Thin Client Software for deployment on existing PCs and Laptops (O)
Thin Client Software for Server side (R)
Thin Client Server software utilizing MS Terminal Services technology (O)
<b>Support Services for</b>
Procurement support services (R)
Thin Client Software Configuration and Imaging (O)
Management Tools (O)
Thin Client Workstation and Server Deployment (O)
On-site warranty for equipment purchased under this agreement (O)
Break fix for equipment purchased under this agreement (O)
Desk side support for equipment purchased under this agreement (O)
Thin Client Workstation management tools and best practices (O)
Creating desktop deployable installation packages (O)

Product or Service
Installing desktop software remotely using remote tools (e.g. MS SMS etc.) (O)

### 1.3 CURRENT KING COUNTY COMPUTING ENVIRONMENT

#### A. Desktops

There are approximately 20,000 nodes in King County. Most of the County's nodes are running a mix-mode of Windows NT, 2000, XP, and WIN9x clients. LAN operating systems used are a mixture of Windows servers and Novell Netware. The desktop tool set in use is Microsoft Office. The 12,000 workstations in operation around the County range from brand new machines to out dated, under performing models. The County uses workstations from the most prominent vendors, including Dell, Gateway, Toshiba, Micron, Compaq, as well as various clones. The current enterprise standard and contract is with Dell. The most heavily used suites of applications include Microsoft suite of products and McAfee suite of security products.

This RFP is part of a plan to reduce the cost of workstations and select a single standard Proposer for thin client workstations.

It is the desire of King County to leverage the experience, skills and tracking of personnel supporting the current PC environment.

#### B. PC Replacement Cycle

King County currently supports a lifecycle replacement of 48 months. It is the intent of King County to extend the duration of this supported life cycle without increasing the maintenance requirement to the extent possible using thin client technology.

#### C. Desktop Peripherals

King County has a wide variety of monitors, keyboards and mice throughout the entire county, including analog CRT monitors, digital CRT monitors, USB keyboards from Microsoft and other manufacturers, serial mice, serial keyboards, older DIN plug keyboards and mice, PS/2 mice and keyboards, wireless mice and keyboards, etc.

The following defines the current purchasing options for King County under the Dell contract:

- KEYBOARD:
- Dell USB Keyboard, No Hot Keys
- Dell USB Enhanced Multimedia Keyboard
- MOUSE:
- Dell USB 2-Button Optical Mouse with Scroll
- MONITORS:
- Dell 17 inch UltraSharp™ 1707FP Flat Panel, Adjustable Stand, VGA/DVI
- Dell 19 inch UltraSharp™ 1905FP Flat Panel, Adjustable Stand, VGA/DVI
- Dell 20 inch UltraSharp™ 2001FP Flat Panel, Adjustable Stand, VGA/DVI
- Dell 20 inch UltraSharp™ 2005FP Widescreen, Adjustable Stand, VGA/DVI
- Dell 17 inch E176FP Flat Panel, Analog

#### D. Servers

The County's servers exist in many different configurations. The majority of the servers maintained run Microsoft (primary) or Novell operating systems. NetWare 4.11, 5.1, UNIX, Linux, Windows 2000, and Windows 2003, are all found operating on the County's WAN.

All Data Center users are governed by the ITS Data Center Access Policy and ITS Data Center Access Administration Policy. All shipments and deliveries to the data center are handled per the ITS T&O Operator's Manual.

E. Mainframe

The IBM mainframe's current architecture includes ZOS. The mainframe supports over 80 applications and several thousand end users. The County's most significant legacy applications run on the mainframe, including: Financial (ARMS and MSA), Law, Safety, and Justice Applications, as well as Property Taxes, and Assessment applications. Generally, most of these applications were installed in the mid 1970's, some were originally purchased as Proprietary applications but King County received the source code and has maintained the applications as proprietary systems since then. The County runs two mainframe data management products Adabas, a hierarchical database from Germany's Software AG; and VSAM, that have their data definitions embedded within the program code, making them difficult to modify. They are generally written in COBOL and CICS.

F. Network

King County has a large wide area network linking over 200 locations serving computing needs of 12,000 users. These needs consist of a wide variety of enterprise and departmental applications, file and print services, access to other private networks and the Internet. The backbone of the network consists of six large sites located in or near downtown Seattle and one large site in Kent, Washington. They are interconnected by a fiber optic network operated by King County. The fiber network forms a ring providing redundant connections to most major sites in the downtown Seattle core area. Connectivity between these sites is provided by Gigabit Ethernet. The backbone carries primarily data traffic and a small amount of voice traffic. Each site on the WAN is served by one or more Cisco routers or Catalyst switches. Routers interconnect departmental LANs and act as a hub for connections to outlying smaller sites. Connectivity to outlying sites is a combination of frame relay service over T1 links, point-to-point T1 circuits and DSL service. There is also KC I-Net which is an all-fiber optic network connecting approximately 140 public facilities including schools in unincorporated King County, KCLS Libraries, King County government sites, suburban cities, public safety agencies, courts, public health facilities, and other not-for-profit entities throughout King County. I-Net service provides point to point 6Mb/s Ethernet service, capable of bursting to 20Mb/s, delivered on a 100baseTX interface to each site. T1 circuits, using an RJ45 demarcation interface, are also available for TDM transport between I-Net sites.

G. Applications

There are many software systems or applications that are currently being used throughout the County. Some applications cross agency boundaries and can be categorized as enterprise wide, while others are utilized only within agency boundaries. Enterprise wide systems include financial systems (ARMS, Oracle Financials), and Human Resources/Payroll systems (PeopleSoft, MSA). GIS and Document Management systems are also used. Agency specific applications include the numerous client/server and mainframe functions utilized by Law Safety and Justice Agencies, Public Health, Transportation, Natural Resources, the Department of Assessments, and others.

H. External Applications

Some of the County's operations are dependent upon "systems of record" owned and operated by the State of Washington. Other operations have access to state, federal, and City of Seattle applications, as necessary to perform their duties. Access to such systems typically involves 3270 terminal access by end-users.

I. Hardware Procurement And Standardization Strategy

King County is faced with internal process complexities and interdependencies relative to hardware platform, software integration and process integration that exceed that of most organizations. It is King County's intention to address these complexities in a manner that achieves cost efficiencies within a framework that clearly addresses the requirements of our business units.

It is the view of King County that this process will help foster an adherence to standards and lessen King County's risk in the longer term. To this end when dealing with a Proposer, King County intends to have one primary equipment manufacturer for new thin client workstations. King County intends to purchase all thin client workstations from the primary manufacturer(s) unless, at King County's sole discretion, an alternative manufacturer is deemed necessary.

The following are some, but not all, circumstances under which King County may change primary manufacturers:

1. A period of poor or non-performance by the prime equipment manufacturer;
2. Audits indicate that the primary manufacturer's prices are significantly higher than the secondary manufacturer's for similar configurations;
3. Product supply of the primary manufacturer not meeting King County's requirements;
4. Significant business instability of the primary manufacturer;
5. The primary manufacturer exiting the thin client business;
6. The primary manufacturer not providing products of leading edge technology.

## 1.4 PROPOSER RESPONSES

Throughout the RFP are three types of requests for capabilities. Detailed and complete answers are expected in all circumstances.

### A. COUNTY REQUIREMENT

This is a requirement of high importance to the County. Proposers shall document their capabilities for meeting these. Proposers may be disqualified, at the sole discretion of the County, for failure to meet the requirement.

### B. HIGHLY DESIRABLE

These items, while not COUNTY REQUIREMENTS, represent areas of extreme interest to King County. Proposers will not be disqualified for failing to respond, but lack of a response will have a definite impact on the scoring of the proposal.

### C. DESIRABLE

These items represent capabilities the County would like to have. Proposers will not be disqualified for failing to respond, but lack of a response could have an impact on the overall score.

### D. RESPONSE REQUIRED

Proposers shall provide a response. Proposers may be disqualified, at the sole discretion of the County, for failure to provide a response.

**NOTE:** Sub-Sections with designations shall be interpreted as every sub-item within the sub-section having the same designation. **(Example: 1.8 LIFECYCLE PROCESSES (COUNTY REQUIREMENT))**

## 1.5 PROPOSER REQUIREMENTS

### A. Company Profile And Financial Information (RESPONSE REQUIRED)

The Proposer shall submit a company profile and financial information using **Exhibit D** which includes the following:

1. Company's full name;
2. Location of the Company's headquarters;
3. Length of time the company has been in the computer hardware and software business;
4. Company founders and whether they are still with the company;

5. Whether the company is publicly or privately held;
6. Description of your target market and reasons for this strategy;
7. Location of company offices and service centers that would be pertinent to your proposal, including numbers and types of staff at these locations;
8. Number of units, of the manufacturer's equipment bid, per month sold;
9. Organization chart of your company.
10. Indicate why the Proposer considers itself to be the "right" Proposer and what key strengths it will bring to King County;
11. Provide proof of financial stability as evidenced by supplying a set of current audited financial statements including, but not limited to, Income Statement, Balance Sheet, Cash Flow Statement, Notes to the Financial Statements, and the Management Discussion & Analysis. (If the Proposer cannot provide an audited financial statement, it may provide a reasonable equivalent. However, if King County cannot extract from the information provided, a clear indication of the Proposer's financial stability, this may be prejudicial to the Proposer's Proposal.)

**B. References (RESPONSE REQUIRED)**

Using the form provided in **Exhibit E** the Proposer shall provide the names of at least three (3) current customers with whom they have entered into a similar agreement as is being requested in this RFP, with two (2) of these with implementation architecture and configuration similar to those proposed in Proposer's response to this RFP. The Proposer shall submit proof of success in undertaking Contracts on a scale similar to King County, providing the number of thin client workstations deployed over a four year period and the number and nature of locations covered by the contract. Of the three client references, at least two (2) shall be from the public sector, preferably with citizen populations over 1,000,000 in which the client has purchased consulting, hardware and software for the implementation of thin client technology systems in the past two years. Such proof shall consist of:

1. A description of the Contract;
2. The start and end date for the Contract;
3. The value of the Contract;
4. The contact name, address, and telephone number of the customer.

**C. Support And Service References (RESPONSE REQUIRED)**

Please provide a list of up to 10 but no less than five (5) public sector clients who have previously utilized the support services similar to those requested in this RFP in the last 3 years. Respondents shall provide a contact name and title, phone number, address, a brief description of the services provided, and a brief summary of cost, applications and hardware included. **(Exhibit E)**

The reference should be for sites of similar complexity and diversity as King County. Such proof shall consist of:

1. A description of the service;
2. The start and end date for the Contract;
3. The value of the Contract;
4. A contact name, address, and telephone number of the customer.

The Proposer may use the same reference in any of the equipment, services and consulting sections provided the site meets the criteria defined in this RFP.

King County may contact and consider references in addition to those supplied by the Proposer.



King County may also need to visit customer site references who are using the proposed equipment and management capabilities. Any expenses required for King County staff to visit site references will be at King County's expense.

**D. Consulting References (RESPONSE REQUIRED)**

Please provide a list of three (3) to five (5) public sector clients who have previously utilized the consulting services similar to those requested in this RFP in the last 3 years. Respondents shall provide a contact name and title, phone number, address, a brief description of the services provided, and a brief summary of cost, applications and hardware included. **(Exhibit E)**

The reference should be for sites of similar complexity and diversity as King County. Such proof shall consist of:

1. A description of the service, including services and deliverables provided;
2. The start and end date for the Contract;
3. The value of the Contract;
4. A contact name, address, and telephone number of the customer.

The Proposer may use the same reference in any of the equipment, services and consulting sections provided the site meets the criteria defined in this RFP.

King County may contact and consider references in addition to those supplied by the Proposer.

King County may also need to visit customer site references who are using the proposed equipment and management capabilities. Any expenses required for King County staff to visit site references will be at King County's expense.

**E. Management Reports (COUNTY REQUIREMENT)**

The Contractor shall supply monthly management reports detailing and summarizing activities for the previous month and year-to-date. These reports shall include, at a minimum:

1. Number and dollar volumes of each equipment type ordered and/or delivered;
2. Itemized listing of all equipment order date, delivery date, model, serial number, asset tag number, department, and name of person requesting order;
3. Detailed listing of all repairs made, including the type of failure;
4. Detailed listing of all software supplied to King County with cost, license information and maintenance information (i.e. costs and expiration date).

King County reserves the right to request additional information when reviewing Contract activity.

The Proposer shall provide sample reports or a detailed description of their management reports and identify any discrepancies from the expectations outlined and any additional features of their report. These reports shall be delivered electronically and may be requested in a specific format to be defined by King County, for example Microsoft EXCEL or WORD formats.

**F. Account Manager (COUNTY REQUIREMENT)**

The successful bidder shall provide the County with a toll-free telephone number and shall name a single, dedicated account representative to provide a communication channel between the Proposer and King County. The account representative shall be responsible for coordinating all aspects associated with the Contract and those services shall be provided at no additional cost to the County. The Account Manager shall be responsible to work with County staff to resolve issues and prepare/report performance evaluation statistics on a monthly basis.

The Proposer shall provide the name, location and telephone number of that Account Manager identified to work with King County.

## 1.6 THIN CLIENT PILOT DESCRIPTION

The pilot will involve up to 100 thin client workstations across multiple work groups with differing implementation strategies for deployment of the technology in manners that best fit their individual agency needs. King County anticipates deploying thin client workstations and associated servers, hardware and software to support the thin client workstations. The deployment planning models generated from the pilot will facilitate the decisions related to further deployments of thin client technology within King County.

The successful Proposer shall direct the pilot activities, working with the centralized Information and Telecommunications Services (ITS) and agency staffs, to plan the pilots, design the implementation architecture and configurations, and install the technology to prove its effectiveness within the King County environment. The successful Proposer shall provide leadership in the training, evaluation and deployment planning phases of the pilot.

### A. Pilot Objectives

1. To develop an Alternative Workstation Replacement Pilot Plan and conduct a pilot with selected Proposer(s) and up to 100 King County thin client users. **(COUNTY REQUIREMENT)**
2. To identify opportunities for hardware, software, and operational cost savings while verifying that users are able to complete their normal daily computer related tasks with the same ease and efficiency with thin clients as they are with full-feature workstations. **(COUNTY REQUIREMENT)**
3. To move the county toward investing in thin client technologies with a multistage approach, if warranted by the pilot and the business case. **(COUNTY REQUIREMENT)**
4. To promote efficiency by allowing the county to reduce the costs associated with purchasing end user computers, reducing the workload for desktop hardware and software support. **(COUNTY REQUIREMENT)**
5. To evaluate the option to convert existing desktop and laptop PCs to function as thin client workstations. **(HIGHLY DESIRABLE)**

### B. Pilot Scope

The Alternative Workstation Replacement Project will host a Thin Client Pilot with selected Proposer(s) and one or more King County agencies. The pilot team will consist of up to 100 users that will have a thin client device next to their regular computer allowing them to work and compare the performance of both for the duration of the pilot. The thin client devices will access software applications that will reside on a shared server; these applications will be the same applications that are normally run on the desktops. During the evaluation period the pilot group members will complete normal work functions using the thin client and their full-feature desktop computers.

### C. Pilot Deliverables (HIGHLY DESIRABLE)

During the course of the pilot and working with King County, the Contractor shall provide the following documents:

1. Alternative Workstation Replacement Pilot Plan, including technical architecture and project plan
2. Test Plan and specific Test Cases for use in the Acceptance process
3. Operations Support Plan, including security, backup and recovery strategy
4. Training Plan, Training Material and Training Sessions for all Pilot participants (end users; desktop, server, network and data center support)
5. Pilot Deployment Plan for each pilot agency (including interim acceptance criteria for each deployment phase)
6. Thin Client Installation in operating/production environment, training and testing
7. Pilot Evaluation Report based on performance metrics (including lessons learned; recommendations for further deployment, architecture, ideal classes of users, roll-out strategy and training)

8. Recommended Thin Client Standards
9. Model Business Case for future deployments (including sources of cost savings and dependencies to achieve these savings)
10. Thin Client Deployment Guide (including readiness assessment, resource requirements and installation and support processes)
11. Maintenance and Support Guide
12. Migration Guide

Proposers shall provide sample documents or detailed outlines for deliverables and identify any discrepancies from the expectations outlined and any additional features of their documents. These documents shall be delivered electronically and may be requested in a specific format to be defined by King County, for example Microsoft EXCEL or WORD formats.

**D. Statement Of Work (COUNTY REQUIREMENT)**

Proposers shall provide a Statement of Work to achieve the objectives and deliverables of the pilot described above.

Proposers shall include tasks and activities, schedule, performance metrics, acceptance criteria, personnel to be provided by King County and by the Proposer, equipment to be provided by King County and by the Proposer and any associated costs to King County. Upon agreement by King County the statement of work will serve as the definition of the pilot.

Proposers shall provide names and resumes, specifically identifying experience with Thin Client implementations, for all Proposer provided personnel and identify the roles that each will have during the pilot. The successful Proposer shall notify King County in advance of any changes to proposed personnel for approval by King County.

**E. Acceptance Of Goods And Services (COUNTY REQUIREMENT)**

Acceptance by King County is required for each phase of the pilot. The initial deployment phase will be a validation of the recommended technical architecture, hardware, software and configuration in the King County environment. Acceptance shall not be deemed to occur for a phase of the project and no fees or other charges will be paid by King County until King County confirms in writing that the work and deliverables provided have met the requirements of the Acceptance Criteria and is accepted by King County. If King County determines that the work or deliverables fail to conform to and perform in accordance with the Acceptance Criteria or otherwise fails to perform in accordance with the requirements of this RFP and specifications, King County will send to the Proposer a written statement of the errors or discrepancies found. King County will have the option to cancel that portion of the contract, which relates to the unaccepted work or deliverable or require the Proposer to promptly modify the unaccepted work or deliverable at no expense to King County and repeat the acceptance process. King County's option will remain in effect until all work has been accepted by King County in writing.

**F. Performance Validation (COUNTY REQUIREMENT)**

The Proposer shall ensure that the proposed thin client installation meets performance expectations and shall provide monitoring and assessment of workstation response time, server capacity utilization and network load during the course of the pilot.

The Proposer shall describe how they propose to meet this requirement and detail any costs associated with this service.

## **1.7 THIN CLIENT TECHNOLOGY SPECIFICATIONS**

King County desires to minimize its risk, to ensure a high level of manageability built into a complete solution and enable King County to deploy a standardized, consistent product that remains viable for the longer term.

A. Contractor Suitability Methodology (COUNTY REQUIREMENT)

The successful Proposer shall be able to demonstrate a track record as a major provider of thin client implementations based on at least five clients of similar size and complexity over the past 3 years.

B. Manufacturer Selection (COUNTY REQUIREMENT)

Proposers shall propose thin client workstation equipment and software systems produced by a manufacturer recognized as a leading manufacturer and supplier of thin client equipment and technology. This determination will be made at the sole discretion of the County.

C. Industry Standards And Features For Workstation Management (HIGHLY DESIRABLE)

The County desires to maintain consistency with its standards for PC management. The Proposer shall indicate whether the following requirements are met within the proposed solution and, if not, describe how these features are implemented in their proposed solution and detail any associated costs to King County:

1. Desktop Management Interface (DMI) Version 2.0 or above
2. Wired for Management (WfM) including:
  - a. Common Interface Model (CIM)
  - b. Pre-boot Execution Services (PXE) or Service Boot
  - c. Remote wake-up of workstation from a remote location
  - d. Advanced Configuration and Power Interface (ACPI)
3. Self-Monitoring Analysis and Reporting Technology (SMART) disk drives, if present, shall provide predictive failure alerts
4. Password verification for configuration of and access to workstation BIOS.

D. Standardization And Security

1. Standardization (COUNTY REQUIREMENT)

- a. Proposers shall describe how they will achieve standardization of software drivers and images as much as is possible for both thin client workstations and thin client software images applied to existing PCs and describe any other features that would enhance the functionality and manageability of the workstations.
- b. The Proposer shall describe how these features are implemented in their products including benefits and detail any associated costs to King County.
  - 1) Industry standard input / output ports such as Universal Serial Bus (USB) version 2 or later
  - 2) Remote firmware Update
  - 3) Surge-protected power supplies
  - 4) Thermal/voltage monitoring and alerts, e.g. fan speed indication
  - 5) Tool-less design
  - 6) Lockable case
  - 7) Energy saving features

2. Security Devices (HIGHLY DESIRABLE)

It is King County's desire to reduce the risk and prevent the theft or loss of equipment.

The Proposer shall describe any additional features or methods that would be available for King County to achieve this goal and detail any associated costs.

E. Remote Management Ability (COUNTY REQUIREMENT)

The Proposer shall ensure that all thin client workstations and thin client image software acquired under this Contract have remote management capabilities as applicable. It is King County's desire that tools provided be compatible with or compliant with the latest version of Microsoft SMS. The Proposer shall specify where this requirement is not applicable to the proposed solution and identify alternative means to achieve remote management capabilities.

1. The Proposer shall indicate how these management tools, or the proposed alternative, will work over dial-up, slow-link or fast-link network connections, allowing support staff to take-over the system remotely to perform the support and management functions listed below:
  - a. Remote power-up and system boot
  - b. System monitoring
  - c. Flash BIOS
  - d. Change CMOS
  - e. Install King County Base Image
  - f. Run pre-boot scripts
  - g. Load software image and settings
  - h. Fdisk (create a disk partition), if a disk drive is present
  - i. Format hard disk drive, if a hard disk drive is present
2. The Proposer shall describe how this functionality is implemented in these products.

F. Servers And Communications Equipment (COUNTY REQUIREMENT)

1. Servers and communications equipment shall be rack mountable in a 19" wide standard rack mount.
2. Systems, equipment or enclosures shall not be more than 68.5" in height due to fire code ceiling clearance restrictions and earthquake mounts.
3. Servers shall be compatible with a multi-Proposer type KVM switch, keyboard and monitor system.
4. All servers and equipment shall be clearly labeled with the name of the device.
5. The Proposer shall identify and describe any integration with other parts of the Production Environment.

G. Industry Certification (COUNTY REQUIREMENT)

The Proposer shall ensure that the equipment manufacturer has certified all workstations acquired under this Contract using current industry accepted practices designed to result in consistent performance and low failure rates. Example: ISO9000 type standards as appropriate, Proposer shall detail the practice.

In addition, the Proposer shall ensure that the thin client systems are certified to present an operational image of the current Microsoft Windows Operating System to the user.

1. The Proposer shall state any other software or hardware Proposer certification the workstations have.
2. The Proposer shall state all software at the client and server levels that is certified.
3. The Proposer shall describe the processes that are used to certify the workstations and provide documentation of certification.

H. Quality Assurance (COUNTY REQUIREMENT)

1. Quality Assurance Processes

The Proposer shall have quality assurance processes that are used prior to delivery of the workstations and associated software so that equipment has low repair action rates and DOA rates.

## 2. Quality Assurance Details

The Proposer shall describe the quality assurance processes and provide current information detailing their ability to meet this requirement. Include meantime to failure statistics and shipped product defect ratios. Include quality history for the past five years and a list of quality indicators that are tracked for quality assurance and customer satisfaction purposes. Higher scores may be given to Proposers whose quality management system demonstrates proactive, reactive, and pre-emptive action plan development and execution.

### I. Configurations (RESPONSE REQUIRED)

The thin client workstation and technology configuration features that will be evaluated by King County are described in **Exhibit A**.

The Proposer shall provide details of their proposed solution to deploy up to 100 thin client workstations during the pilot phase. The Proposer shall include schematics and architecture, including thin client workstations, terminal servers, application and database servers, network connections and any other components of an end-to-end implementation.

The Proposer shall detail their current configurations for their proposed solutions by completing the tables in Exhibit A and provide detailed line item pricing, warranty and support options in Price Detail Sheet, Exhibit C. Exhibit A is not presented as a list of requirements but as a list of issues that King County will use to understand and assess the potential and compatibility of the proposed solution within the King County environment.

### J. Model Longevity (COUNTY REQUIREMENT)

The Proposer shall describe their strategy and customer notice practices with regards to model and software changes and longevity. The Proposer shall describe how this will be accomplished and detail any associated costs.

### K. Monitors (COUNTY REQUIREMENT, if provided)

King County's current standard is a 17 inch flat-panel LCD monitor but other sizes are also required. King County will use its previous experience with different monitor brands to assess the quality and reliability of all monitors acquired under this Contract. Sources such as Gartner will also be used in the assessment. Using **Exhibit A**, the Proposer is required to propose models that meet the minimum specifications for each of the following categories.

#### 1. Warranty and Service

The PC monitors shall have a minimum 4 year warranty on parts, labor and tube/LCD, meet or exceed King County Service Life expectancy of at least 5 years is assumed. The Proposer shall describe how on-site warranty replacement would be accomplished.

#### 2. Specifications

The Proposer shall detail their current configurations for each model by completing the tables in **Exhibit A** and provide detailed line item pricing in **Exhibit C**.

The Proposer shall specify the power consumption and energy emission ratings for each of the monitors.

L. Software Included/Bundled (COUNTY REQUIREMENT)

The Proposer shall list all software that is provided or proposed as part of all components of the thin client solution and indicate if the cost is included (no charge) or bundled (cost added in). Products shall also be identified as either being operating system, management software or productivity tools.

During the course of the pilot, the Proposer shall provide operational instructions on how to install and configure any applications from scratch and identify any scripts(s) or procedure(s) required to support the system operationally. A transition to production plan shall be submitted by the Proposer to Operations including testing, training of operational staff, change management task, documentation, and a support plan, including a trouble-shooting guide, with required resources.

King County currently has in place a Microsoft Enterprise Agreement V6 which covers the Microsoft Office suite and core CALS for approximately half of the installed base of PCs. King County also has an associated Select V6 agreement.

M. Secondary OEM Compliance (COUNTY REQUIREMENT)

Proposers who include in their response two (or more) equipment manufacturers for the thin client workstations proposed and indicate one as the “primary” manufacturer and one as the “secondary” shall ensure both equipment manufacturers comply with all of the mandatory requirements as addressed in all requirements as set out in this RFP.

N. Compatibility With Current King County Environment (HIGHLY DESIRABLE)

It is the desire of King County to leverage existing technology resources – including knowledge, infrastructure and equipment to the extent possible.

The Proposer shall describe aspects of the proposed thin client solution that promote this goal and any additional features or methods that would be available for King County to achieve this goal and detail any associated costs.

O. Acceptance Testing (COUNTY REQUIREMENT)

Proposers shall provide a Test Plan and specific Test Cases for use in the Acceptance process. The Test Plan should include steps to validate the overall operation of the new system, as well as steps to verify the correct operation of interfaces with other systems, and of the Business Requirements and/or Technical Requirements this system is intended to address.

The County will ensure that the proposed thin client installation meets performance expectations prior to acceptance. The Proposer shall provide monitoring of workstation response time, server capacity utilization and network load as part of the testing plan. The Proposer shall provide any monitoring tools needed to perform this monitoring.

The Proposer shall describe how they propose to meet this requirement and detail any costs associated with this service.

## 1.8 COMPUTING LIFECYCLE PROCESSES (COUNTY REQUIREMENT)

A. Certification Process

King County has established a certification process for all hardware, firmware, drivers and software products brought into the Desktop/Laptop/Server Computing Environment. This process is intended to ensure compatibility with standard hardware, the base PC image and the managed environment. The Proposer shall notify King County well in advance and provide new test hardware and software with sufficient lead-time, so that certification can be performed prior to installation at customer locations. In addition, when a product or application is certified, installation and configuration instructions are created for that product or application. These instructions and the product software are then stored on a King County Server (“Installation Server”). King County reserves the right to reject unusable or unsatisfactory components or software.

The Contractor shall participate in this process by supplying new hardware or software components for certification before they are considered for inclusion into King County standard software and hardware lists. The Contractor shall provide the hardware and/or software, as well as the requisite expertise, documentation and information at least 3 (three) months, where possible, prior to the removal of the old device and work with King County to ensure certification is successful. Success is measured by ensuring the new component is certified and available for King County implementation before the discontinued components become unavailable.

The Proposer shall describe how they propose to meet this requirement and detail any costs associated with this service.

**B. Procurement Process**

The County intends to develop a procurement process to comply with this RFP which will be both streamlined and complimentary to Proposer requirements.

The Proposer is invited to provide the County with procurement process options, which would include plans for online ordering.

**C. Physical Box Labeling**

The Contractor shall produce a label in typed English attached to the outside of the shipping box(es) containing the following information:

1. Customer Name
2. Delivery address & instructions
3. Purchase Order number
4. Contact name – person who ordered equipment
5. Make, Model & Serial number of equipment
6. Bar coded information on make, model and serial number

**D. Invoices And Packing Slips**

The Contractor shall produce two copies of an invoice and affix one copy as a removable packing slip, in typed English, to the outside of the shipping box(es) containing the following information:

1. Customer Name
2. Delivery address & instructions
3. Purchase Order number
4. Information Technology Services contact name
5. Make, Model & Serial number of equipment
6. Hardware configuration & components list
7. Bar coded information on make, model and serial number
8. Suppliers invoice or reference number
9. Price of item(s) which shall match the Purchase Order number sent to Proposer

The Contractor shall send the other copy of the invoice to the address specified at the time the order is placed.

**E. Asset Equipment Labels**

The Contractor shall produce and attach to the WORKSTATION a highly visible label in typed English containing at least:

1. Serial number
2. King County Asset number (provided by the County)



3. Owner of the equipment, "King County"

4. Warranty expiration

5. Contact number for service

F. Receipt Of Goods

The Contractor shall confirm with the County contact (identified on the order) the delivery and receipt of all Goods as outlined in the delivery schedule. This confirmation shall take place within five (5) business days scheduled delivery.

Proposers shall provide details of this process.

G. Delivery

The Contractor is required to deliver the Goods to each customer's location. There are approximately 150 unique sites within King County government.

The Contractor shall deliver Goods FOB to the County delivery site.

Proposers shall describe the process by which the requirements of this section will be achieved.

Proposers shall describe how they propose to receive and process orders.

H. Order Confirmation And Delivery Date

Once the Proposer receives the County order, a delivery date shall be provided to the authorized person who placed the order. All equipment ordered under this agreement shall be delivered within 15 working days from date of order

It is the County's preference to have this confirmation e-mailed to the authorized person who placed the order, within one business days of the order being sent to the Proposer. The confirmation should include the Purchase Order number and delivery date.

The Proposer shall describe how they will accomplish this requirement.

I. Price List

1. All pricing information shall be quoted in US Dollars

2. Provide complete pricing information on a unit basis in **Exhibit C**.

3. A four year total cost of ownership will be evaluated

4. Provide information on volume discounts and define what constitutes "volume"

J. Order Changes

Any changes to an order prior to delivery (including delivery time frame and/or instructions) by the Contractor are only to be made with authorization from the person who placed the order. The order will be re-sent with the changes to the Contractor. All change requests shall be made in writing.

The Contractor shall only accept order changes through this mechanism.

K. Returns

The Proposer shall describe their return policies (unwanted or DOA equipment) and detail any fees (e.g. restocking, etc.) that the County could incur.

The Contractor shall only accept returns from the authorized person who initiated the order for the equipment with instructions as to credits, refunds or replacements.

L. Acquire And Build Hardware

Contractor acquires or builds (assembles) the requested hardware configuration(s).

The Proposer shall clearly articulate their processes and identify any associated costs to the County in **Exhibit C**.

M. Anti-Virus Software

The Contractor shall be able to provide anti-virus software comparable to McAfee, the County's standard.

N. Installation

The Contractor's and County staff who provide desktop support to County clients shall work together to ensure that the installation of the new equipment is performed in a timely fashion.

The Proposer shall recommend a process by which the requirements of this section will be achieved and detail any costs to the County for the provision of this service.

O. Migrate Personal Settings

To expedite the deployment process, the Proposer shall have a process for rapidly moving the current local user settings, configuration and preferences from the old PC to the new thin client image.

The Proposer shall detail this process and any costs associated to King County for the provision of this service.

P. System Acceptance

System acceptance will occur with the Customer's LAN Administrator signing off that all requested components and software are loaded correctly, the system logs onto King County network correctly, and personal settings and desktop images have been successfully migrated.

Q. Workstation Disaster Recovery

The County requires the ability to restore a user's computing environment in the event of a failure or loss of their workstation or thin client system. This would include events such as the failure of a system, software, and hard disk failure or system theft.

The Proposer shall describe the types of failures that can be recovered rapidly and the types of failures that cannot be recovered rapidly. The Proposer shall also describe how the rapid recovery would be completed and how long each type of failure would take to recover. This includes the ability to replace a user system within a short period of time (i.e. less than 1 hour), and have all of the user's applications loaded and local settings and configurations moved to the new system. The Contractor shall supply to the County the process and tools necessary to carry out this functionality. The Proposer shall include any tools and licenses and detail all costs to the County associated with the implementation of this functionality.

## **1.9 SERVICE, WARRANTY AND MAINTENANCE**

A. Equipment Warranty (COUNTY REQUIREMENT)

The Proposer shall describe their warranty such that all equipment and components comprising thereof, acquired under the Contract shall have, at least, manufacturer warranty, and in some cases be supplemented by Contractor extensions. Warranty shall include:

1. On-site repair or replacement, in accordance with the service expectations as specified
2. Replacements shall be at least functionally equivalent and subject to all other terms in this agreement;
3. Work to be carried out free of charge;
4. Work to be carried out with the least amount of disruption to the customer.

The Proposer shall provide details of all warranties offered by the equipment manufacturer(s), subContractors and the Proposer. Warranties for equipment acquired under this Contract shall be described including: determination of warranty start date, manufacturer's problem reporting and resolution processes, and a description of any impacts to the County. Copies of all relevant documentation should be included.

**B. Warranty Options (RESPONSE REQUIRED)**

The Proposer shall provide the terms and price for each of the following warranty options.

1. 90 day unlimited manufacturer warranty on all parts and labor (to replace 30 day unlimited warranty)
2. 1 year warranty
3. 2 year warranty
4. 3 year warranty
5. 4 year warranty

A 90 day warranty will be defined as including all new hardware, accessories, parts, and unopened software still in its sealed package, and may be returned within ninety (90) days from the date on the packing slip or invoice for complete replacement or full refund of the purchase price.

**C. Onsite Warranty (RESPONSE REQUIRED)**

The Proposer shall describe how they will provide onsite warranty and detail any costs associated to King County for the provision of these services or extension of onsite warranty beyond that provided by the manufacturer.

**D. On Site Warranty Work Responsibility (COUNTY REQUIREMENT)**

The Proposer shall ensure that all onsite warranty work for equipment acquired by King County through the Contract is provided by the equipment manufacturer or by OEM certified/approved technicians.

The Contractor shall provide a means of on-site warranty for all other equipment acquired by King County through this agreement.

The Proposer shall describe the process that they will use to accomplish this.

**E. Prefailure Warranty (COUNTY REQUIREMENT)**

Upon a warning, alert or alarm of an impending failure received from the hardware acquired under this Contract, the Contractor shall replace the warranted components free of charge.

The Proposer shall describe the process that they will use to accomplish this.

**F. Replacement Parts Inventory Coverage (COUNTY REQUIREMENT)**

The Contractor shall maintain a readily accessible inventory of replacement parts adequate to ensure compliance with Service Expectations. Costs of this inventory are expected to be borne by the Contractor. The Contractor shall only install original equipment manufacturer parts unless otherwise authorized by King County.

The Proposer shall describe their inventory practices and logistics capabilities.

**G. Reduce Service Disruptions (HIGHLY DESIRABLE)**

King County is working to reduce the number of service disruptions and length of outages for its computing users.

1. The Proposer shall propose how their products and services will be implemented such that they support the goal of minimizing service disruptions. The Proposer shall include any other recommendations or best practices to achieve this goal.
2. The Proposer shall describe their warranty such that all equipment and components comprising thereof, acquired under this agreement shall have, at least, manufacturer warranty, and in some cases be supplemented by Proposer extensions. Warranty will include:
  - a. Onsite repair or replacement, in accordance with the service expectations as specified in this RFP;

- b. Replacements to be at least functionally equivalent and subject to all other terms in this agreement;
- c. Work to be carried out free of charge;
- d. Work to be carried out with the least amount of disruption to the customer.

The Contractor shall be responsible for all warranty work for the life of the warranties for all equipment acquired under the terms of the Contract regardless of whether the Contract is still in place. The Contractor shall meet the service expectations outlined in the terms of the County Contract and this RFP for the equipment.

#### H. Software Maintenance (COUNTY REQUIREMENT)

The Proposer shall describe their maintenance terms for all software acquired under the Contract offered by the equipment manufacturer(s), subcontractors, other third parties and the Proposer. Maintenance shall include:

- 1. On-site and help-desk problem resolution in accordance with the service expectations as specified;
- 2. Updates and upgrades for functionality and currency;
- 3. Work to be carried within annual fee without additional charges;
- 4. Work to be carried out with the least amount of disruption to the customer.

The Proposer shall provide details of all software maintenance agreements acquired under this Contract. Software maintenance agreements shall be described including:

- 1. Determination of maintenance start date,
- 2. Problem reporting and resolution processes, including remote consultation and on-site diagnosis and repair
- 3. Response commitments, including criticality determination and King County's responsibilities to respond
- 4. Service hours
- 5. Update processes for repair and functionality
- 6. Processes for upgrades and version releases for functionality and compatibility/currency
- 7. Customer groups or conferences hosted by Proposer
- 8. Description of any impacts to the County.

Copies of all relevant documentation should be included.

#### I. Software Maintenance Options (RESPONSE REQUIRED)

The Proposer shall provide the terms and price for each of the following maintenance options:

- 1. 1 year maintenance
- 2. 2 year maintenance
- 3. 3 year maintenance
- 4. 4 year maintenance

The Proposer shall specify any additional maintenance fees associated with the on-going support of any software components of the proposed solution.

#### J. Other Value Added Products Or Services (HIGHLY DESIRABLE)

Proposers are invited to describe any other value-added products or services which would be included with their proposal at no additional cost to King County. Proposers shall assign a monetary value, if possible, to these additional components and describe how the value was derived.

**K. Training (COUNTY REQUIREMENT)**

The Proposer shall describe all training for King County staff required to implement and support the products and service implementation processes, over their lifetime as specified for the implementation of this Contract. The Proposer shall describe the training with respect to: content, format, schedule, location, facilities, and certification of courses, materials and instructors. If the training is to be provided by a third party, additionally identify this company and its location(s). The Proposer shall detail any cost associated to King County for provision of these services.

**L. Product Long-Term Viability, Longevity And Backwards Compatibility (DESIRABLE)**

The Contractor shall ensure that their product lines have long-term viability and shall include backward compatibility with the proposed management environment, systems, processes and tools for the life of the Contract and beyond. In addition, the thin client workstations and software shall provide compatibility with the proposed management environment, systems, processes and tools throughout the product lines.

The Proposer shall describe their products' long-term viability, integration and architectural strategies, such that they can demonstrate to King County their product lines' long-term viability in King County's computing environment.

**M. Solutions Scalability (DESIRABLE)**

All solutions acquired under the terms of this RFP shall be scaleable to King County's environment as described in Part C, Section 1-1. Proposers shall also keep in mind that the Contract may be in place for a 5-year period (with equipment purchased under the Contract being under warranty beyond the Contract's life), and that solutions proposed shall be enduring for these time periods.

The Proposer shall describe the scalability of their solutions to King County's environment and their solutions' endurance for the length of this agreement.

**N. Equipment For Testing, Evaluation And Certification (DESIRABLE)**

King County requires equipment for testing, evaluation, and certification on an as-needed basis. The Contractor shall work with King County staff to facilitate the delivery of all brands and types of equipment as listed in all Appendices of this RFP document, for the purposes of testing, evaluation and certification.

The Proposer shall recommend a process by which this will be achieved and shall detail any costs associated to King County for the provision of these services.

**O. Product Defect And Recall Notification (DESIRABLE)**

The Proposer shall describe how King County will be notified of product defects and recalls.

**P. Quality (COUNTY REQUIREMENT)**

The Contractor shall have an end-to-end view of quality, including product development, manufacturing and delivery to King County. The Contractor shall have extensive experience in testing and using the products supplied under the Contract in a customer environment.

The Proposer shall describe how they will provide end-to-end quality to King County.

All components added to or replaced in systems shall not adversely affect the service expectations warranty or the system's longevity. The Proposer shall describe their policies and practices with regards to replacement and added parts.

**1.10 FOLLOW-ON EQUIPMENT, PARTS AND ACCESSORIES (COUNTY REQUIREMENT)**

Proposers shall provide a catalogue and price list of software, equipment, parts and accessories which may be used for future purchases. Include any discounts off manufacturers suggested retail pricing. Proposers shall detail the method of arriving at Contract pricing for current Contract items and new equipment releases.

## 1.11 RESPONSE FORMAT

### A. Introduction

In order to facilitate the analysis of responses to this RFP, respondents are required to prepare their proposals in accordance with the instructions outlined in this section. Each respondent is required to submit the proposal in a sealed package. Respondents whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the County. Further-more, the County will not accept partial responses to this RFP. Responses shall be for the complete set of products and services encompassed in this RFP.

### B. Response Size

Respondents are encouraged to submit clear, concise, and complete responses to the RFP. Responses of excessive length are discouraged. Respondents are cautioned against submitting excessive and extraneous materials not directly responsive to the issues raised in the RFP. All parts, pages, figures, and tables should be numbered and clearly labeled.

### C. Response Format

Responses to the RFP shall be in hard copy and electronic formats (CD in Microsoft Word 2000 or Excel 2000 or later versions). The County requires one unbound hard copy, ten (10) bound hard copies and an electronic submission via CD in sealed boxes marked with the Proposal Number and Proposal Close Date, with one (1) original **Exhibit C** in a sealed envelope within the sealed box. **The responses shall follow the format defined below. Proposals that do not conform to this format are subject to disqualification.**

Additional information such as brochures and data sheets shall be separate from the response sections. The County will not consider the submission of brochures and/or other marketing material as a substitute for written responses to the response worksheets.

All questions shall be answered in the referenced Attachments or if no attachments are referenced then use the following:

Questions should follow the following format, using **Exhibit B**:

Section	Topic (See Part C, Section 1 of RFP for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
<i>Exact Paragraph Location</i>	<i>Requirement/ Specification summary</i>	<i>County Requirement, Highly Desirable, Desirable, Response Required</i>	<i>Indication of response requested</i>	<i>To be provided by Proposer</i>

### D. Order Of Attachments In Submission

The table below indicates the required format for proposal responses. The right column provides the location within this RFP where the necessary information and instructions can be found in order to respond to the given section.

The proposal responses should be organized as follows:

<b>PROPOSAL RESPONSE OVERVIEWS</b>	<b>INSTRUCTION LOCATION</b>
1. RFP and Addendum/Addenda Cover Page(s)	
2. Executive Summary	Standard Business Format
3. Profile and Financial Information	Exhibit D
4. Thin Client Configurations and Features	Exhibit A
5. RFP Response Form	Exhibit B
6. Reference Worksheet	Exhibit E
7. Price Detail Sheet (Include Under Separate, Sealed Cover)	Exhibit C

## EXHIBIT A - THIN CLIENT CONFIGURATIONS AND FEATURES

This section is not presented as a list of requirements but as list of issues that King County will use to understand how this technology addresses the components of the current PC-based environment; how and where the functions are performed; and assess the potential and compatibility of the proposed solution within the King County environment. Please provide your recommended approach where multiple options exist.

For overall context, provide a schematic and description of architecture for proposed solution of up to 100 thin client workstations at King County. Provide responses that address both the 100 workstation pilot and a future large scale deployment within King County and explain where these are different.

For each feature or criterion listed below, please provide the following:

1. Proposer proposed option and detailed specifications
2. Basic cost, warranty and support options

### Workstation

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Manufacturer			
Physical Dimensions			
Operating System options			
CPU type			
Flash Type			
Memory			
Power Supply / AC Adapter			
Battery options			
Typical battery life			
USB Ports			
Serial Ports			
Parallel Ports			
Power Indicator			
Activity Indicator			
Keyboard / Mouse			
Monitor Options			
Physical Security Options (ability to secure terminal)			
Local Printing Options			
Full Height PCI slot			
Moving Parts Y/N			
OS Kernel (Linux)			
PXE Boot			



Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Boot times			
Touch Screen Support			
Retention of browser favorites and preferences			
Options for running applications on thin client without connection through terminal server (e.g.: browser, TN3270, Telnet)			
USB hotsync with handheld devices			
Recommended configuration option			
Support for mobile devices			
Support for wireless devices			
Serviceability Characteristics			
Expected lifecycle & factors requiring upgrades			
Hard Drive*			
Floppy Drive Options*			
Modem*			
Module Bay Devices*			
Speakers*/ audio output			
Microphone* / audio input			
Support for multiple displays*			

\* If not contained in proposed unit, provide alternative access method to feature.

## Server

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Operating System options (Windows, Linux, etc), how validated, known operational issues			
Terminal server recommended in proposed solution			
Ability to emulate other operating systems			
Print management			
Physical space requirements			
Guidelines for determination for estimating client to server capacity			
Recommended backup requirements			
Recommended load-balancing requirements			
Clustering options			
Port mapping options			
Retention of browser favorites and preferences			
Recommended configuration option			
Failover capabilities			

## Software

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Identify all software components of proposed solution			
Identify any database components of proposed solutions			
Identify any Third Party Software Requirements contained in proposed solution and state if the cost is included in proposed pricing. Any software component not specifically stated as not included will be the responsibility of the Proposer.			
Compatibility with MS Terminal Server			
Compatibility with 3270 Emulation			
Identify any application compatibility issues			
Memory requirements			
Identify any option to emulate Thin Client setup on standard PC If an option does exist define minimum workstation requirements			

## Network

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Identify all network transport and configuration requirements			
Identify NIC Card requirements			
Identify Ethernet connection speed requirements			
Network usage overhead			
Packet size generated in transmissions between terminal server and client			
Profile and distribution of network traffic between server and client – startup and during session			
Network protocols used in proposed solution			
Effect of File Redirection			
Effect of Printer Redirection			
Effect of Background Operations (e.g.: Spelling and Grammar Checking)			
Impact of low-speed WAN links on session mobility			
Identify support for wireless devices, wireless LAN options			

**Operational Environment**

<b>Feature / Criterion</b>	<b>Proposer Proposed Option</b>	<b>Detailed Specs</b>	<b>Basic Cost, Warranty And Support Options</b>
Estimated administrator to desktop ratios			
Estimated thin client workstation to terminal server ratios			

**Management**

<b>Feature / Criterion</b>	<b>Proposer Proposed Option</b>	<b>Detailed Specs</b>	<b>Basic Cost, Warranty And Support Options</b>
Identify management and Support Modes			
Identify requirements to manage thin clients over a complex and geographically dispersed WAN			
Options for remote management software tools, identifying any associated hardware requirements			
Identify options for remote client image customization and maintenance			
Ability to install / modify client images / flash from central/ remote function. Specify 3 <sup>rd</sup> party requirements / options.			
Identify options for sending and capturing alerts of component failures			
Ability to reconnect from dropped session connections			
Client wake-up capability			
Factors impacting clients per Server Capacity Determination			

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Describe techniques for installation and configuration of custom business applications in proposed architecture			
Migration tools from PCs to Thin Client workstations			
Migration tools for new releases of proposed solution			
Tools for profile maintenance			
Define mechanism for managing license utilization for thin client software and application software in a thin client environment			
Describe how your thin client is detected by an auto-discovery tool. Include the protocol(s) used or available and describe the appropriate use of each option.			
Identify Asset Tracking products validated as compatible with proposed solution			

## Security

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Options for management and deployment of patches at each appropriate architectural component			
Options for use of antivirus software, identify where in the architecture and products			

<b>Feature / Criterion</b>	<b>Proposer Proposed Option</b>	<b>Detailed Specs</b>	<b>Basic Cost, Warranty And Support Options</b>
Encryption options available or required for transmissions between terminal server and clients			
Security features available for proposed solution			
Options to disable ports from central administrative function			
Authentication Options			
Unit Password protection			
Password expiration notifications			
Ability to lock down the workstations physically			
Ability to limit use of workstations features (e.g. USB ports, floppy drive)			
Susceptibility of client to viruses, spy-ware, malware			
Mechanisms for vulnerability alerts from Proposer(s)			
Support for session mobility outside the firewall, identify any additional components to achieve			
Impact of proposed solution on typical categories of security threats			
Ability to meet security requirements for HIPAA and personally identifiable data			

## Architecture

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Provide schematic for typical/ proposed deployment architecture			
Options / recommended architecture to minimize failure at each architectural component			
Identify operating system options at each component and interdependency			
Recommended scalability options			
Describe integration with Active Directory, Novell E-Directory, Windows File/Print, Exchange and Windows desktop applications			
Recommended architecture for integration of VPN			
Recommended architecture for integration of MS Terminal Server			
Options for browser access to terminal sessions			
Option to log in from anywhere (i.e.: roaming profiles)			
Backup protocol(s)			
DMTF Certified (Y/N)			



**Support**

<b>Feature / Criterion</b>	<b>Proposer Proposed Option</b>	<b>Detailed Specs</b>	<b>Basic Cost, Warranty And Support Options</b>
Service Commitments on all proposed components			
Location of service staff			
Service response time commitments			
Failure rates (MTBF and %) on proposed components			
Helpdesk availability			

**Recycle / Salvage**

<b>Feature / Criterion</b>	<b>Proposer Proposed Option</b>	<b>Detailed Specs</b>	<b>Basic Cost, Warranty And Support Options</b>
End of Life Recycling Provisions			
Event of Unsuccessful Pilot – options to return any purchased equipment and licenses			

**Pricing**

<b>Feature / Criterion</b>	<b>Proposer Proposed Option</b>	<b>Detailed Specs</b>	<b>Basic Cost, Warranty And Support Options</b>
Provide pricing of all components (hardware, software, services) of proposed pilot solution			
Provide pricing of all components (hardware, software, services) for post pilot master purchase agreement			
Specify hourly rates by resource category for services and consulting			

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Identify any available pricing discounts including volume discounts			
Describe anticipated payment schedule through pilot and any future extension of Proposer's proposed solution			
Leasing options			

#### Other

Feature / Criterion	Proposer Proposed Option	Detailed Specs	Basic Cost, Warranty And Support Options
Energy Saving Features			
Identify applications not suitable for proposed thin client environment			
Address capability of proposed solution to maintain currency with workstation technology changes			
Other			

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.5 A	Company Profile	RESPONSE REQUIRED	Using <b>Exhibit D</b> , the requested information	
1.5 B	Reference	RESPONSE REQUIRED	Using <b>Exhibit E</b> , the requested information	
1.5 C	Support Reference	RESPONSE REQUIRED	Using <b>Exhibit E</b> , the requested information	
1.5 D	Consulting Reference	RESPONSE REQUIRED	Using <b>Exhibit E</b> , the requested information	
1.5 E	Management Reports <ul style="list-style-type: none"> <li>Number and dollar volumes of each equipment type ordered and/or delivered;</li> <li>Itemized listing of all equipment order date, delivery date, model, serial number, asset tag number, department, and name of person requesting order;</li> <li>Detailed listing of all repairs made, including the type of failure;</li> <li>Detailed listing of all software supplied to King County with cost, license information and maintenance information (i.e. costs and expiration date).</li> </ul>	COUNTY REQUIREMENT	Agreement to comply with requirement, sample reports or detailed description of their management reports; identification of any discrepancies or additional features relative to requirement	
1.5 F	Account Manager <ul style="list-style-type: none"> <li>name, location and telephone number of that Account Manager identified to work with King County</li> </ul>	COUNTY REQUIREMENT	Requested information	
1.6 C	Pilot Deliverables <ol style="list-style-type: none"> <li>Alternative Workstation Replacement Pilot Plan</li> <li>Test Plan and specific Test Cases for use in the Acceptance process</li> </ol>	HIGHLY DESIRABLE	Agreement to provide deliverables as indicated if awarded contract; samples or outlines of similar work products; identification of	

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
	3. Operations Support Plan, including security, backup and recovery strategy 4. Training Plan, Training Material and Training Sessions for all Pilot participants (end users; desktop, server, network and data center support) 5. Pilot Deployment Plan for each pilot agency (including interim acceptance criteria for each deployment phase) 6. Pilot Evaluation Report based on performance metrics (including lessons learned; recommendations for further deployment, architecture, ideal classes of users, roll-out strategy and training) 7. Thin Client Installation in operating/production environment, training and testing 8. Recommended Thin Client Standards 9. Model Business Case for future deployments (including sources of cost savings and dependencies to achieve these savings) 10. Thin Client Deployment Guide (including readiness assessment, resource requirements and installation and support processes) 11. Maintenance and Support Guide 12. Migration Guide		any discrepancies or additional features relative to requirement	
1.6 D	Statement of Work <ul style="list-style-type: none"> <li>Statement of Work to achieve the objectives and deliverables</li> <li>Provide names and resumes for all Proposer provided personnel and identify the roles that each will have</li> </ul>	COUNTY REQUIREMENT	Sample or outline of statement of work as indicated; agreement to comply with requirement if awarded contract; personnel information as requested	

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.6 E	Acceptance of Goods and Services	COUNTY REQUIREMENT	Agreement to comply with requirement if awarded contract	
1.6 F	Performance Validation <ul style="list-style-type: none"> <li>monitoring and assessment of workstation response time, server capacity utilization and network load during the course of the pilot.</li> <li>describe how they propose to meet this requirement and detail any costs associated with this service</li> </ul>	HIGHLY DESIRABLE	Requested information	
1.7 A	Contractor Suitability <ul style="list-style-type: none"> <li>demonstrate a track record as a major provider of thin client implementations based on at least five clients of similar size and complexity over the past 3 years</li> </ul>	COUNTY REQUIREMENT	Description of compliance	
1.7 B	Manufacturer Selection <ul style="list-style-type: none"> <li>manufacturer recognized as a leading manufacturer and supplier of thin client equipment and technology</li> </ul>	COUNTY REQUIREMENT	Identification of manufacturer	
1.7 C	Workstation Management <ol style="list-style-type: none"> <li>Desktop Management Interface (DMI) Version 2.0 or above</li> <li>Wired for Management (WfM) including:               <ol style="list-style-type: none"> <li>Common Interface Model (CIM)</li> <li>Pre-boot Execution Services (PXE) or Service Boot</li> <li>Remote wake-up of workstation from a remote location</li> <li>Advanced Configuration and Power Interface (ACPI)</li> </ol> </li> </ol>	HIGHLY DESIRABLE	Description of compliance	

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
	3. Self-Monitoring Analysis and Reporting Technology (SMART) disk drives, if present, shall provide predictive failure alerts  4. Password verification for configuration of and access to workstation BIOS.			
1.7 D 1	Standardization a. standardization of software drivers and images as much as is possible for both thin client workstations and thin client software images applied to existing PCs and features that would enhance the functionality and manageability of the workstations.  b. how these features are implemented in their products including benefits and detail any associated costs to King County.  1. Industry standard input / output ports such as Universal Serial Bus (USB) version 2 or later 2. Remote firmware Update 3. Surge-protected power supplies 4. Thermal/voltage monitoring and alerts, e.g. fan speed indication 5. Tool-less design 6. Lockable case 7. Energy saving features	COUNTY REQUIREMENT	Description of compliance	
1.7 D 2	Security devices  features or methods that reduce the risk and prevent the theft or loss of equipment and detail any associated costs	HIGHLY DESIRABLE	Requested information	

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.7 E	<p>Remote Management</p> <ol style="list-style-type: none"> <li>1. how management tools, as applicable, will work over dial-up, slow-link or fast-link network connections, allowing support staff to take-over the system remotely to perform the support and management functions listed below: <ul style="list-style-type: none"> <li>• Remote power-up and system boot</li> <li>• System monitoring</li> <li>• Flash BIOS</li> <li>• Change CMOS</li> <li>• Install King County Base Image</li> <li>• Run pre-boot scripts</li> <li>• Load software image and settings</li> <li>• Fdisk (create a disk partition), if a disk drive is present</li> <li>• Format hard disk drive, if a hard disk drive is present</li> </ul> </li> <li>2. describe how this functionality is implemented in these products.</li> </ol>	COUNTY REQUIREMENT	Description of compliance	
1.7 F	<p>Servers and Communications Equipment</p> <ol style="list-style-type: none"> <li>1. Servers and communications equipment rack mountable in a 19" wide standard rack mount.</li> <li>2. Systems, equipment or enclosures not more than 68.5" in height</li> <li>3. Servers compatible with a multi-Proposer type KVM switch, keyboard and monitor system</li> <li>4. All servers and equipment clearly labeled with the name of the device</li> <li>5. identify and describe any integration with other parts of the Production Environment</li> </ol>	COUNTY REQUIREMENT	Description of compliance; identification and description of compatibility features	

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.7 G	Industry certification <ul style="list-style-type: none"> <li>detail the practices that ensure that the equipment manufacturer has certified all workstations acquired under this Contract using current industry accepted practices</li> <li>ensure that the thin client systems are certified to present an operational image of the current Microsoft Windows Operating System to the user               <ol style="list-style-type: none"> <li>state any other software or hardware Proposer certification the workstations have.</li> <li>state all software at the client and server levels that is certified.</li> <li>describe the processes that are used to certify the workstations and provide documentation of certification</li> </ol> </li> </ul>	COUNTY REQUIREMENT	Description of certifications; requested information	
1.7 H	Quality Assurance <ol style="list-style-type: none"> <li><b>Quality Assurance Processes</b> - quality assurance processes that are used prior to delivery of the workstations and associated software</li> <li><b>Quality Assurance Details</b> - quality assurance processes and current information detailing ability to meet this requirement.               <ul style="list-style-type: none"> <li>meantime to failure statistics and shipped product defect ratios.</li> <li>quality history for the past five years and a list of quality indicators that are tracked for quality assurance and customer satisfaction purposes. Higher scores may be given to Proposers whose quality management system demonstrates proactive, reactive, and pre-emptive action plan development and execution</li> </ul> </li> </ol>	COUNTY REQUIREMENT	Requested information	



## EXHIBIT B - THIN CLIENT RFP RESPONSE FORM

Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.7 I	<p>Configurations</p> <ol style="list-style-type: none"> <li>1. details of their proposed solution to deploy up to 100 thin client workstations during the pilot phase, with schematics and architecture, including thin client workstations, terminal servers, application and database servers, network connections and any other components of an end-to-end implementation.</li> <li>2. current configurations for proposed solutions by completing the tables</li> </ol>	RESPONSE REQUIRED	Description of proposed solution as requested; using <b>Exhibit A</b> and <b>Exhibit C</b> , descriptions of indicated features of Proposer's proposed solution	
1.7 J	<p>Model Longevity</p> <ul style="list-style-type: none"> <li>• strategy and customer notice practices with regards to model and software changes and longevity; how this will be accomplished and any associated costs</li> </ul>	COUNTY REQUIREMENT	Requested information	
1.7 K	Monitors	COUNTY REQUIREMENT	Using <b>Exhibit A</b> and <b>Exhibit C</b> , requested information	
1.7 L	<p>Bundled software</p> <ul style="list-style-type: none"> <li>• List all software that is provided or proposed as part of all components of the thin client solution and indicate if the cost is included (no charge) or bundled (cost added in).</li> <li>• Identify products as either being operating system, management software or productivity tools.</li> <li>• During the course of the pilot, provide operational instructions; a transition to production plan</li> </ul>	COUNTY REQUIREMENT	Requested information; Agreement to comply with requirement during pilot	
1.7 M	<p>Secondary OEM Compliance</p> <ul style="list-style-type: none"> <li>• Designate "primary" and "secondary" manufacturer, if applicable; both in compliance</li> </ul>	COUNTY REQUIREMENT	Description of compliance	

## EXHIBIT B - THIN CLIENT RFP RESPONSE FORM

Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.7 N	Compatibility <ul style="list-style-type: none"> <li>aspects of the proposed thin client solution and any additional features or methods that would be available for King County to leverage existing technology resources and any associated costs</li> </ul>	HIGHLY DESIRABLE	Requested information	
1.7 O	Acceptance Testing <ul style="list-style-type: none"> <li>Test Plan and specific Test Cases for use in the Acceptance process</li> <li>Monitoring of workstation response time, server capacity utilization and network load as part of the testing plan. Provide any monitoring tools needed to perform this monitoring.</li> <li>Description of how will meet this requirement and detail any costs associated with this service</li> </ul>	COUNTY REQUIREMENT	Sample or outline of test plan as indicated; agreement to comply with requirement if awarded contract	
1.8	Computing Lifecycle Processes	COUNTY REQUIREMENT	Agreement to comply with requirement if awarded contract; descriptions of processes and policies as requested; cost as requested; requested information	
1.9 A	Equipment Warranty <ul style="list-style-type: none"> <li>determination of warranty start date</li> <li>manufacturer's problem reporting and resolution processes</li> <li>description of any impacts to the County</li> </ul>	COUNTY REQUIREMENT	Description of warranties and using <b>Exhibit C</b> for pricing	

## EXHIBIT B - THIN CLIENT RFP RESPONSE FORM

Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.9 B	<b>Warranty Options</b> <ul style="list-style-type: none"> <li>Terms and price for following warranty options.</li> <li>90 day unlimited manufacturer warranty on all parts and labor (to replace 30 day unlimited warranty)</li> <li>1 year warranty</li> <li>2 year warranty</li> <li>3 year warranty</li> <li>4 year warranty</li> </ul>	RESPONSE REQUIRED	Requested information	
1.9 C	<b>On-Site Warranty</b> <ul style="list-style-type: none"> <li>onsite warranty and any costs associated to King County for the provision of these services or extension of onsite warranty beyond that provided by the manufacturer</li> </ul>	RESPONSE REQUIRED	Requested information	
1.9 D	<b>On-Site Warranty Work</b> <ul style="list-style-type: none"> <li>Onsite warranty work for equipment acquired is provided by the equipment manufacturer or by OEM certified/approved technicians.</li> <li>Means of on-site warranty for all other equipment acquired through this agreement.</li> <li>Process that they will use to accomplish this</li> </ul>	COUNTY REQUIREMENT	Description of process	
1.9 E	<b>Pre-failure warranty</b> <ul style="list-style-type: none"> <li>Upon a warning, alert or alarm of an impending failure received from the hardware – replacement of the warranted components free of charge.</li> <li>Process to accomplish this</li> </ul>	COUNTY REQUIREMENT	Description of process	
1.9 F	<b>Parts Inventory Coverage</b> <ul style="list-style-type: none"> <li>Maintain a readily accessible inventory of replacement parts</li> <li>Inventory practices and logistics capabilities</li> </ul>	COUNTY REQUIREMENT	Requested information	

## EXHIBIT B - THIN CLIENT RFP RESPONSE FORM

Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.9 G	<p>Reduced Services Disruptions</p> <ul style="list-style-type: none"> <li>How products and services will be implemented such that they support the goal of minimizing service disruptions</li> <li>Description of warranty <ul style="list-style-type: none"> <li>Onsite repair or replacement</li> <li>Replacements to be at least functionally equivalent and subject to all other terms</li> <li>Work to be carried out free of charge;</li> <li>Work to be carried out with the least amount of disruption to the customer.</li> </ul> </li> <li>Responsible for all warranty work for the life of the warranties for all equipment acquired regardless of whether the Contract is still in place</li> </ul>	HIGHLY DESIRABLE	Requested information	
1.9 H	<p>Software Maintenance</p> <ul style="list-style-type: none"> <li>Determination of maintenance start date,</li> <li>Problem reporting and resolution processes, including remote consultation and on-site diagnosis and repair</li> <li>Response commitments, including criticality determination and King County's responsibilities to respond</li> <li>Service hours</li> <li>Update processes for repair and functionality</li> <li>Processes for upgrades and version releases for functionality and compatibility/currency</li> <li>Customer groups or conferences hosted by Proposer</li> </ul> <p>Description of any impacts to the County.</p>	COUNTY REQUIREMENT	Description of Maintenance Agreements and using <b>Exhibit C</b> for pricing	

## EXHIBIT B - THIN CLIENT RFP RESPONSE FORM

Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.9 I	Software Maintenance Options <ul style="list-style-type: none"> <li>Terms and price for following maintenance options. <ul style="list-style-type: none"> <li>1 year warranty</li> <li>2 year warranty</li> <li>3 year warranty</li> <li>4 year warranty</li> </ul> </li> </ul>	RESPONSE REQUIRED	Requested information	
1.9 J	Value Added Services or Warranty <ul style="list-style-type: none"> <li>Other value-added products or services included with their proposal at no additional cost to King County, with assigned monetary value and how the value was derived.</li> </ul>	HIGHLY DESIRABLE	Requested information	
1.9K	Training <ul style="list-style-type: none"> <li>Training for King County staff required to implement and support the products and service implementation processes</li> </ul>	COUNTY REQUIREMENT	Requested information	
1.9 L	Long term viability <ul style="list-style-type: none"> <li>Describe products' long-term viability, integration and architectural strategies, such that they can demonstrate their product lines' long-term viability in King County's computing environment</li> </ul>	DESIRABLE	Requested information	
1.9 M	Scalability <ul style="list-style-type: none"> <li>Describe the scalability of solutions to King County's environment and solutions' endurance for the length of this agreement</li> </ul>	DESIRABLE	Requested information	
1.9 N	Equipment for testing <ul style="list-style-type: none"> <li>Describe process by which equipment for testing, evaluation, and certification on an as-needed basis will be provided and detail any costs associated to King County for the provision of these services</li> </ul>	DESIRABLE	Description of Process	

EXHIBIT B - THIN CLIENT RFP RESPONSE FORM				
Part C, Sub-Section	Topic / Feature (See Part C, Section 1 for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
1.9 O	Product Recall Notification <ul style="list-style-type: none"> <li>How King County will be notified of product defects and recalls</li> </ul>	DESIRABLE	Requested information	
1.9 P	Quality <ul style="list-style-type: none"> <li>How they will provide end-to-end quality to King County</li> <li>Policies and practices with regards to replacement and added parts</li> </ul>	COUNTY REQUIREMENT	Requested information	
1.10	Follow-on Equipment, Parts and Accessories <ul style="list-style-type: none"> <li>Catalogue and price list of software, equipment, parts and accessories which may be used for future purchases. Include any discounts off manufacturers suggested retail pricing</li> <li>Method of arriving at Contract pricing for current Contract items and new equipment releases</li> </ul>	COUNTY REQUIREMENT	Requested information	

## EXHIBIT C - PRICE DETAIL SHEET

### PROVIDE DESCRIPTION, SCHEMATIC AND ARCHITECTURE OF RECOMMENDED 100 THIN CLIENT DESKTOP UNIT SOLUTION

Include all components: hardware, software, network, etc

Identify all components to be provided by the Proposer and all components to be provided separately by King County or a third party

Indicate all components included in Price Detail Sheets that follow.

IF ANY COMPONENTS OF THE RECOMMENDED SOLUTION ARE NOT TO BE PROVIDED BY THE PROPOSER OR ARE NOT INCLUDED IN THE PRICE DETAIL SHEETS, THE PROPOSER SHALL EXPLICITLY IDENTIFY THEM AND EXPLAIN THE REASON FOR THE EXCLUSION. ANY COMPONENTS NOT SO IDENTIFIED WILL BE THE RESPONSIBILITY OF THE PROPOSER TO PROVIDE UNDER THE TERMS OF THE PRICE DETAIL SHEETS THAT FOLLOW.

## EXHIBIT C - PRICE DETAIL SHEET

### Hardware - 100 Terminal Unit Deployment Proposal

Component Type	Specification	Hardware cost per unit	# units required for Solution	Unit Warranty Cost - 1 year**	Unit Warranty Cost - 2 years	Unit Warranty Cost - 3 years	Unit Warranty Cost -4 years	Total Solution Cost w/ 1 Year Warranty	Total Solution Cost w/ 2 Years Warranty	Total Solution Cost w/3 Years Warranty	Total Solution Cost w/4 Years Warranty
Workstation / Client Terminal Units		0	0	0	0	0	0	0	0	0	0
<i>(Provide itemized component list)</i>		0	0	0	0	0	0	0	0	0	0
Servers		0	0	0	0	0	0	0	0	0	0
<i>(Provide itemized component list)</i>		0	0	0	0	0	0	0	0	0	0
Network		0	0	0	0	0	0	0	0	0	0
<i>(Provide itemized component list)</i>		0	0	0	0	0	0	0	0	0	0
Other		0	0	0	0	0	0	0	0	0	0
<i>(Provide itemized component list)</i>		0	0	0	0	0	0	0	0	0	0
Volume Discount for 100 unit proposal*		0	0	0	0	0	0	0	0	0	0
<i>(detail discount levels and dependencies)</i>		0	0	0	0	0	0	0	0	0	0
Other HW Costs identified by Proposer in Response		0	0	0	0	0	0	0	0	0	0
<i>(itemize)</i>		0	0	0	0	0	0	0	0	0	0
Total HW Cost of Pilot 100 Unit Solution		n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
<i>Additional Discount Level Options:</i>											
Next lower discount level											
Next higher discount level											
Other interim levels available											

\* where discount does not apply evenly across all components, specify detail separately by component but indicate composite discount here

\*\* define terms of warranty included in pricing



<div>EXHIBIT C - PRICE DETAIL SHEET</div> <div>Software - 100 Terminal Unit Deployment Proposal</div>											
Component Type	Specification	Software cost per unit	# units required for Solution	Unit Maintenance ** Cost - 1 year	Unit Maintenance Cost - 2 years	Unit Maintenance Cost - 3 years	Unit Maintenance Cost -4 years	Total Solution Cost w/ 1 Year Maintenance	Total Solution Cost w/ 2 Years Maintenance	Total Solution Cost w/3 Years Maintenance	Total Solution Cost w/4 Years Maintenance
Workstation / Client Terminal Unit Software		999,999.00	9999999	0	0	0	0	0	0	0	0
(Provide itemized component list)		0	0	0	0	0	0	0	0	0	0
Server Software		0	0	0	0	0	0	0	0	0	0
(Provide itemized component list)		0	0	0	0	0	0	0	0	0	0
Communications Software		0	0	0	0	0	0	0	0	0	0
(Provide itemized component list)		0	0	0	0	0	0	0	0	0	0
Management Software											
(Provide itemized component list)											
Other Software		0	0	0	0	0	0	0	0	0	0
(Provide itemized component list)		0	0	0	0	0	0	0	0	0	0
Volume Discount for 100 unit proposal*		0	0	0	0	0	0	0	0	0	0
(detail discount levels and dependencies)		0	0	0	0	0	0	0	0	0	0
Other HW Costs identified by Proposer in Response		0	0	0	0	0	0	0	0	0	0
(itemize)		0	0	0	0	0	0	0	0	0	0
Total SW Cost of Pilot 100 Unit Solution		n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Additional Discount Level Options:											
Next lower discount level											
Next higher discount level											
Other interim levels available											

\* where discount does not apply evenly across all components, specify separately detail by component but indicate composite discount here

\*\* define terms of maintenance included in pricing

## EXHIBIT C - PRICE DETAIL SHEET

### CONSULTING AND SERVICES - 100 TERMINAL UNIT DEPLOYMENT PROPOSAL

Component Type (see Part C, Section 1.6C for details)	Specification	Pilot Cost (not to Exceed, Including Support and Training)	Recurring Costs (if applicable)
Statement of Work			
Alternative Workstation Replacement Pilot Plan			
Test Plan and specific Test Cases for use in the Acceptance process			
Operations Support Plan			
Training Plan, Training Material and Training Sessions for all Pilot participants			
Pilot Deployment Plan for each pilot agency			
Installation operating/production environment, testing and training			
Pilot Evaluation Report based on performance metrics			
Recommended Thin Client Standards			
Model Business Case for future deployments			
Thin Client Deployment Guide			
Maintenance and Support Guide			
Migration Guide			
Support Services			
Other			
Volume Discount <i>(detail discount levels and dependencies)</i>			
Other Cost identified by Proposer in Response <i>(itemize)</i>			
Total Consulting and Services Cost of Pilot 100 Unit Solution			

**EXHIBIT C - PRICE DETAIL SHEET**  
**ADDITIONAL/FUTURE CONSULTING AND SERVICES**

In the table below, please provide the hourly rates charged for your specialized support. King County may wish to use these services in additional activities, either during or after the pilot period, to expand the deployment of thin client technology. These rates must be valid through 2008.

Staff Resource Category	Hourly Rate

## EXHIBIT C - PRICE DETAIL SHEET

### PILOT COST SUMMARY

HARDWARE - 100 TERMINAL UNIT DEPLOYMENT PROPOSAL				
	Total Solution Cost w/1 Year Warranty	Total Solution Cost w/2 Years Warranty	Total Solution Cost w/3 Years Warranty	Total Solution Cost w/4 Years Warranty
Total HW Cost of Pilot 100 Unit Solution				

SOFTWARE - 100 TERMINAL UNIT DEPLOYMENT PROPOSAL				
	Total Solution Cost w/1 Year Maintenance	Total Solution Cost w/2 Years Maintenance	Total Solution Cost w/3 Years Maintenance	Total Solution Cost w/4 Years Maintenance
Total SW Cost of Pilot 100 Unit Solution				

CONSULTING AND SERVICES - 100 TERMINAL UNIT DEPLOYMENT PROPOSAL				
	Pilot Cost (not to Exceed, Including Support and Training)	Pilot Cost (not to Exceed, Including Support and Training)	Pilot Cost (not to Exceed, Including Support and Training)	Pilot Cost (not to Exceed, Including Support and Training)
Total Consulting and Services Cost of Pilot 100 Unit Solution				

TOTAL - 100 TERMINAL UNIT DEPLOYMENT PROPOSAL				
	w/1 Year Warranty & Maintenance	w/2 Years Warranty & Maintenance	w/3 Years Warranty & Maintenance	w/4 Years Warranty & Maintenance
Total Cost of Pilot 100 Unit Solution	0	0	0	0

## EXHIBIT C - PRICE DETAIL SHEET

**POST PILOT PURCHASES - HARDWARE\* [for Order of 1 - 25 Workstation Configuration]\*\***

<b>Component Type</b>	<b>Specification</b>	<b>HW unit list cost</b>	<b>Discount Rate</b>	<b>HW unit quote</b>	<b>1 Yr Warranty**</b>	<b>2 Yr Warranty**</b>	<b>3 Yr Warranty**</b>	<b>4 Yr Warranty**</b>
Workstation / Client Terminal Units								
<i>(provide itemized component list)</i>								
Servers								
<i>(provide itemized component list)</i>								
Network								
<i>(provide itemized component list)</i>								
Other								
<i>(provide itemized component list)</i>								
Volume Discount (for levels of discount indicate if the required levels are calculated on an order basis, annual volumes or other)								
<i>(detail discount levels and dependencies)</i>								
Other Cost identified by Proposer in Response								
<i>(itemize)</i>								

\* Attach standard price catalogue

\*\* Add additional worksheets for each discount break level (e.g. 26 - 50; 51 - 100, etc.), indicating if the required levels are calculated on an order basis, annual volumes or other

\*\* define terms of warranty included in pricing

## EXHIBIT C - PRICE DETAIL SHEET

**POST PILOT PURCHASES - SOFTWARE\* [for Order of 1 - 25 Workstation Configuration]\*\***

<b>Component Type</b>	<b>Specification</b>	<b>SW unit list cost</b>	<b>Discount Rate</b>	<b>SW unit quote</b>	<b>1 Yr Maint.**</b>	<b>2 Yr Maint.</b>	<b>3 Yr Maint.</b>	<b>4 Yr Maint.</b>
Workstation / Client Terminal Unit Software								
<i>(provide itemized component list)</i>								
Server Software								
<i>(provide itemized component list)</i>								
Communications Software								
<i>(provide itemized component list)</i>								
Management Software								
<i>(provide itemized component list)</i>								
Other software								
<i>(provide itemized component list)</i>								
Volume Discount (for levels of discount indicate if the required levels are calculated on an order basis, annual volumes or other)								
<i>(detail discount levels and dependencies)</i>								
Other Cost identified by Proposer in Response								
<i>(itemize)</i>								

\* Attach standard price catalogue

\*\* Add additional worksheets for each discount break level (e.g. 26 - 50; 51 - 100, etc.), indicating if the required levels are calculated on an order basis, annual volumes or other

\*\* define terms of maintenance included in pricing

## EXHIBIT D - COMPANY PROFILE AND FINANCIAL INFORMATION

Question	Answer
1. Company's full name;	
2. Location of the Company's headquarters;	
3. Length of time the company has been in the computer hardware and software business;	
4. Company founders and whether they are still with the company;	
5. Whether the company is publicly or privately held;	
6. Description of your target market and reasons for this strategy;	
7. Location of company offices and service centers that would be pertinent to your proposal, including numbers and types of staff at these locations;	
8. Number of units, of the manufacturer's equipment bid, per month sold;	
9. Organization chart of your company.	
10. Indicate why the Proposer considers itself to be the "right" Proposer and what key strengths it will bring to King County;	
11. Provide proof of financial stability as evidenced by supplying a set of current audited financial statements including, but not limited to, Income Statement, Balance Sheet, Cash Flow Statement, Notes to the Financial Statements, and the Management Discussion & Analysis. (If the Proposer cannot provide an audited financial statement, it may provide a reasonable equivalent. However, if King County cannot extract from the information provided, a clear indication of the Proposer's financial stability, this may be prejudicial to the Proposer's Proposal.)	

## EXHIBIT E – CLIENT REFERENCES WORKSHEET

The Proposer must provide the names of the least three (3) current customers with whom they have entered into a similar agreement as is being requested in this RFP. The Proposer shall submit proof of success in undertaking Contracts on a scale similar to King County, providing the number of thin client workstations deployed over a four year period, equivalent number of locations and nature. Of the three client references at least two (2) must come from public sector clients, preferably with citizen populations over 1,000,000 in which the client has purchased hardware systems in the past two years.

#	Contact Name & Title	Phone Number	Customer Name and Address	Description of Contract	Start and End Date of Contract	Value of Contract
1.						
2.						
3.						



## EXHIBIT E – CLIENT REFERENCES WORKSHEET

Please provide a list of up to 10 but no less than five (5) additional public sector clients who have previously utilized the support services of your company similar to those contained in this RFP in the last 3 years. Respondents must provide a contact name and title, phone number, address, a brief description of the services provided, and a brief summary of cost, applications and hardware included.

The reference should be for sites of similar complexity and diversity as King County.

### SERVICES

#	Company Name And Address	Phone Number	Contact Name and Title	Description of Contract	Start and End date of contract	Value of Contract
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						